

VIA ELECTRONIC FILING

To:

Marlene H. Dortch
Commission's Secretary
Office of the Secretary

Federal Communications Commission
445 12th Street, SW,
Washington, DC 20554.

cc:

Byron McCoy
Telecommunications Consumers Division
Enforcement Bureau
Federal Communications Commission, Room 4-A234
445 12th Street, SW
Washington, D.C. 20554

Kathy Berthot
Deputy Chief, Spectrum Enforcement Division
Enforcement Bureau
Federal Communications Commission, Room 7-C802
445 12th Street, SW
Washington, D.C. 20554

Janice Myles
Competition Policy Division
Wireline Competition Bureau
Federal Communications Commission, Room 5-C140
445 12th Street, SW
Washington, D.C. 20554

From:

Angela Trujillo, PhD
Director of Technology

Future Voice LLC (d/b/a "Voyze")
19501 NE 10th Ave.
Suite 205
N. Miami Beach, FL 33179

Re: WC Docket No. 04-36
WC Docket No. 05-196

"Subscriber Acknowledgement Report
(September 2, 2005)."

Dear Ms. Dortch:

On behalf of Future Voice LLC, an interconnected VoIP service provider based in Miami , Florida, I hereby submit this report in response to Public Notice (DA 05-2085) concerning the enforcement of the subscriber notification provisions of the Federal Communications Commission's ("FCC" or "Commission") rules governing enhanced 911 (E911) capabilities.

Please excuse our delay in making this initial filing. We are a small company with a widely dispersed customer base, and we have been working diligently to put in place a plan to comply with the FCC's rules regarding E911 capabilities. Set forth below is a description of the actions we have taken, and those additional actions we plan to take to comply with the FCC's directive. We will continue our efforts to comply with the 100% affirmative acknowledgment requirement as soon as possible.

In reference to:

1) Subscriber notification and acknowledgment

Future Voice LLC advised every new and existing subscriber via email, phone and by postings on our web site, prominently and in plain language in Spanish and English, of the circumstances under which E911 service may not be available through the interconnected VoIP service or may be in some way limited in comparison to traditional E911 service.

Future Voice LLC made an initial distribution of emails on to our entire base of customers 8/15/05 followed up by subsequent distributions on 8/25/05, 8/26/05, 8/27/05 and will continue on 9/15/05 and 9/20/05.

Letter sent to in English to Subscribers

Dear Voyze Customer,

We would like to make sure that all Voyze customers have a clear understanding about the coming e-911 dialing feature and future enhancements. In response to a recently announced FCC 911 ruling, Voice is required to ensure that you acknowledge your understanding of our coming e-911 Dialing feature as

explained below **by replying to this email with your name and account number (PIN).** Failure to reply to this email may result in temporary discontinuation of your service. In the upcoming months, we will roll out the e-911 Dialing Feature in certain areas of the country. It will take some time to fully roll out across the entire US, and we will notify you when we are able to offer this service in your area. For more information about this feature visit our web site at http://www.voyze.com/us_e911.htm. If you have any questions please contact us at: **voyzeE_911@voyze.com**

There are important and significant differences between Voyze's Emergency Calling Service and traditional 911 or E911 service.

It is important to keep the address where you will be using the Voyze service current on your Voyze account. If you move or travel with the Voyze adapter, you must change your Emergency Calling Service address with Voyze to ensure your call is routed to the appropriate PSAP. If you dial 911 and you have not updated your Emergency Calling Service address in a timely manner, you may not receive the emergency services you require. However, when you call, it is very important to inform the operator of your exact location.

The difference between Voyze's Emergency Calling Service and traditional 911 service is that the Voyze VoIP call will be routed to the PSAP's general access line, which is different from the 911 Emergency Response Center. You will need to state the nature of your emergency promptly and clearly, **including your location and telephone number, as PSAP personnel will not have this information at hand.** PSAP personnel can help you effectively and will take necessary steps to provide you with the appropriate assistance, such as dispatching police, an ambulance and/or a fire truck.

Emergency Calling Service will be unavailable if there is a power outage, broadband service outage, or if your account is suspended. Additionally, Emergency Calling Service may be unavailable due to delays that may occur

VoyZe Support

Ph: 1-866-257-7375 (8:30am-8:30pm)

E-mail: support@voyze.com

Letter sent in Spanish to Subscribers

Estimado Cliente Voyze,

Queremos asegurarnos que todos los clientes de Voyze entienden claramente acerca del próximo servicio que estaremos prestando de e-911. En respuesta a un reciente anuncio de la FCC acerca del servicio de emergencia de 911, Voyze debe asegurarse que usted está informado sobre nuestro próximo servicio e-911 el cual está claramente explicado en el recuadro que le estamos anexando. Para asegurarnos de que usted leyó y entendió las diferencias sobre el servicio

tradicional de 911 y el próximo servicio de e 911 **usted debe responder este correo electrónico con su nombre y número de cuenta (PIN)**. Si no recibimos esta confirmación por parte de usted podría resultar en la interrupción temporal de nuestro servicio. En los próximos meses estaremos trabajando para implementar el servicio de e 911 a lo largo de todo el país (US). Una vez que tengamos disponible este servicio en su área le estaremos notificando. Para información adicional por favor visite nuestra página: http://www.voyze.com/sp_e911.htm. Si tiene alguna duda sobre este mensaje por favor contáctenos a: **voyzeE_911@voyze.com**

Hay diferencias importantes y significantes entre el Servicio de Emergencia VOYZE y el servicio tradicional 911 o e911.

Es importante mantener actualizada, en su cuenta VOYZE, la dirección en la que usted estará usando su servicio de emergencia VOYZE. Si usted se muda o viaja con el adaptador VOYZE, usted debe cambiar la dirección de su Servicio de Emergencia VOYZE, para asegurar que su llamada será dirigida al PSAP apropiado. Si usted marca 911 y no ha actualizado su dirección en el Servicio de Emergencia oportunamente, usted no podrá recibir el apoyo solicitado en el servicio de emergencia. Sin embargo, cuando usted llame, es muy importante que le notifique al operador su ubicación exacta.

La diferencia entre el Servicio de Emergencia VOYZE y el servicio tradicional 911 es que la llamada VOYZE se enviará al acceso general de líneas PSAP, el cual es diferente al Centro de Respuesta del 911. Usted necesitará puntualizar la naturaleza de su emergencia rápida y claramente, incluyendo su ubicación y número de teléfono, ya que el personal de PSAP no tendrá esa información a la mano. El personal de PSAP puede ayudarlo efectivamente y tomará las medidas necesarias para proveerle una asistencia apropiada, tal como llamado a la policía, una ambulancia, y/o camión de bomberos.

El Servicio de Llamadas de Emergencia VOYZE no estará disponible si hay algún corte en el suministro de luz, o de banda ancha o si su cuenta es suspendida.

Adicionalmente, el Servicio de Llamadas de Emergencia VOYZE no estará disponible debido a retrasos que puedan ocurrir en la actualización de su dirección en la base de datos del Servicio de Llamadas de Emergencia.

VoyZe Support

Ph: 1-866-257-7375 (8:30am-8:30pm)

E-mail: support@voyze.com

2) Quantification of the affirmative acknowledgement

2.1) A quantification of how many of the subscribers, on a percentage basis, have submitted an affirmative acknowledgement

Future Voice LLC is an interconnected VoIP Service Provider with a client base of 1236 subscribers as of August 24, 2005. From that total client base of 1236, 588 clients have submitted an affirmative acknowledgement.

This information gathered indicates that 47.57% of our current client base has submitted an affirmative acknowledgement via email, voicemail or speaking to our customer support.

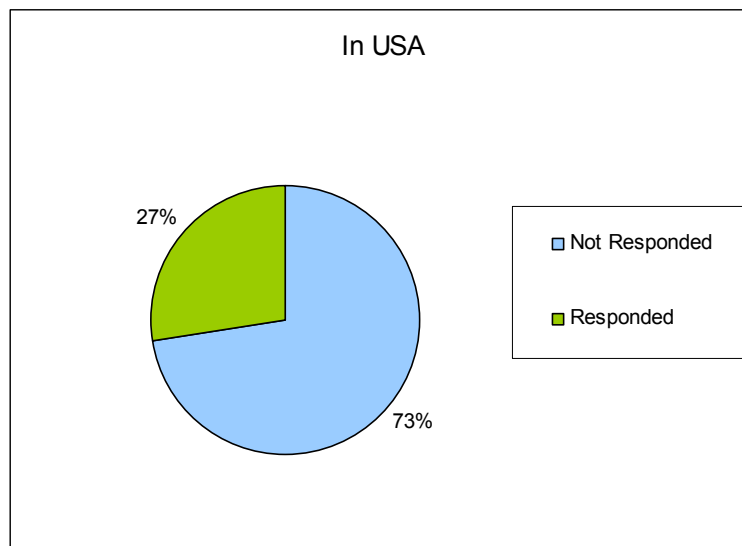
According to the information in our database, which was taken from our standard Sales Agreement Documents (and which are signed by all customers at our Points of Sale) and emails from our clients, our information demonstrates that of our subscriber base:

59% have permanent addresses outside the USA

12% have permanent addresses in the USA

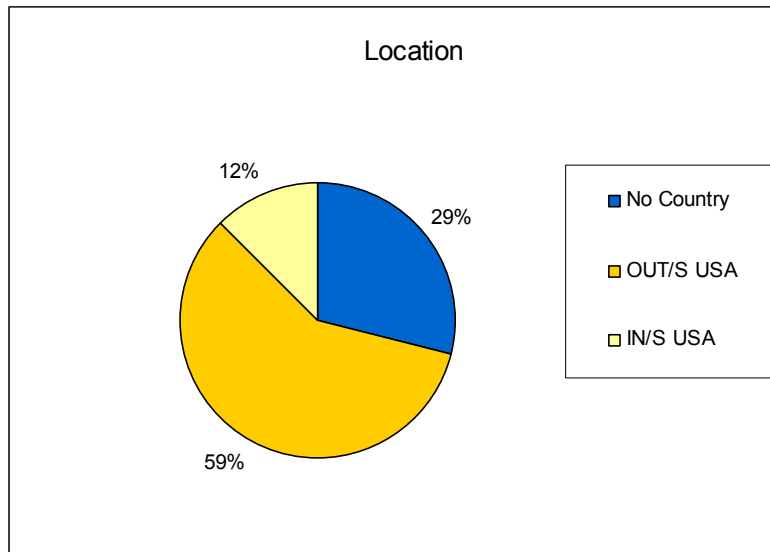
29% information not available

73% of our client base with a permanent address in the USA has already submitted an affirmative acknowledgement.



2.2 An estimate of the percentage of subscribers from whom we do not expect to receive an written acknowledgement by the due date of September 28, 2005.

Future Voice estimates that we will not receive a written affirmative acknowledgment from 29% of our subscriber base by September 28, 2005. For that reason, Future Voice will make diligent efforts to contact these subscribers via phone.



Note: No country – belong to dealers and have not been assigned to customers or customer did not want to provide information in the service agreement.

3) Description of actions Future Voice LLC plans on taking towards any of its subscribers that do not affirmatively acknowledge having received and understood the advisory by September 28, 2005.

Future Voice LLC will set all subscribers from whom it has not received acknowledgements to "not active" status no later than October 1, 2005. The "not active" status will not allow the subscriber to make outbound calls.

The non-active status will not allow the user to make outbound calls but would allow the subscriber to receive call from in-Voyze-network (from Voice tech support) .

The client will either:

- a) Receive an in-Voyze-network call informing him that he must acknowledge
- b) the client will call Voyze to report that he can not make outbound calls at that point we will informed him about the acknowledgement

3) Information of person(s) responsible for the Future Voice compliance efforts with the *VoIP E911 Order*.

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N. Miami Beach, FL 33179

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4) Warning Stickers

We are currently working with our Advertising Agency printing the e911 warning stickers. The information on the labels will warn subscribers about the E911 service and will instruct the subscriber to place them on and/or near the customer premises where our VoIP adapter is located. For our new subscribers, the stickers will be added to the packaging of the product and will be delivered to all new subscribers.. For current subscribers, the sticker will be mailed to the current address that we have in our subscriber database and they will be required to contact us to confirm receipt.

5) Future Voice implementation of e 911

Future Voice e-911 implementation will comply with the recent FCC order regarding emergency services for interconnected VoIP providers.

Future Voice will outsource an e-911 service provider for the following services:

- Subscribers' Registered Address Location management
- Web based updating
- IVR updating
- Manual processing - Live Call center 24/7
- On-demand manual updating. IVR and live call center 24/7
- E911 Call Routing
- Connection to all PSAPs in the USA
- E911 (I-2) services
- Interface to current softswitch provider or any other future provider
- Make sure that FV complies with the FCC 911 regulations

Implementation Milestone

- 1) Research e 911 service providers operating in south Florida
Status - completed
- 2) Select e_911 service provider
Status - completed

- 3) Design architecture
Status - completed
- 4) Design interfaces to subsystems (sip soft-switch and Client DB)
Status - completed
- 5) Implementation and Testing
 - Module Database programming and load of the switch
 - All Database build/construction (Complete and Validate Master Street Address Guide(MSAG))
 - Loaded to 911 database repository
 - Create a web service client program using the API provided by the 911 service provider to connect to the 911 web service.
 - Integrate the web service client into the Voyze soft-switch server
 - Create a trouble reports
 - Adjustment and Testing for the 911 web service and web service client (passing the 10-digit number)Status - in progress

System architecture of the Future Voice's e-911 implementation.

